

# Caring Hands, Inc.

Early Development and Learning Center

E-mail: [caringhandsinc@sbcglobal.net](mailto:caringhandsinc@sbcglobal.net)

**(Providing care for children ages 6 Weeks to 12 Years)**

## Parent Handbook

**Director: Susan Welter**

**Head Pre-K Teacher: Amberly Travis**

**Head Teacher Infant / Toddler Center: Lindsey Welter**

**Curriculum Specialist: Mrs. Stacy Borman**

Main Building

**327-6322**

### **Operating Hours:**

6 Weeks - 30 Months (Infant / Toddler Building) 7:00 am - 5:30 pm

30 Months - School Age 6:00 am - 6:00 pm

2 Foxmoor Circle (off Hwy 64 East)

Mailing Address: P.O. Box 261

Fax: 501-327-0062

Conway, AR 72033

Dear Parents,

Welcome to our Early Development and Learning Center. Our facility is licensed and regulated by the state of Arkansas. Our Director and teachers attend workshops and special training sessions to keep abreast of the latest recommendations in care and childhood education. All staff members are researched and thoroughly interviewed. References are required and verified. In addition, we provide CPR certification training for our staff at scheduled times and there is always at least one CPR-certified teacher on duty. In addition, our infant care giver is always CPR certified. Your children are special to us, and we strive to provide a safe, nurturing environment for them to succeed.

This hand book explains our procedures and policies. We send home notes, newsletters, and monthly calendars to keep you informed of your child's activities and progress. Our infant and toddler rooms have special daily progress reports that are sent home everyday. Please be sure to let us know certain information in the morning before drop-off (last feeding, wake time, etc.) Our preschool classes (Toddler-5 years) have a monthly calendar of special activities and events. We encourage you to attend special celebrations, teacher conferences, and open houses. Finally, school-age children have an eventful summer schedule and will have opportunities for help with homework during the school year.

After enrollment, you will receive a letter providing specific information on the classroom your child is entering. The letter communicates basic information on your child's teacher as well as detailed information on classroom expectations and goals.

Parents are welcome at any time, and we encourage you to speak with the director if you have any suggestions, questions, or concerns.

Thank you for your time and cooperation,

Susan Welter  
Director

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### **Philosophy and Program Goals**

1. To provide a Christian, nurturing, and supportive atmosphere where self-esteem is enhanced, independence is encouraged, and expectations are made clear.
2. To provide an environment where children develop an active curiosity about the world in which they live and are enthusiastic about learning and creating.
3. To promote spiritual, emotional, social, and intellectual growth.
4. To promote a healthy lifestyle, social skills, and develop motor skills.

### **Hours of Operation**

With the exception of inclement weather and holidays, we are open the following hours:

Infants and Toddlers	7:00 am-5:30pm, Monday through Friday
36 Months & Up	6:00 am- 6 pm, Monday through Friday

**Infant and Toddler Classroom:** We close promptly at 5:30 pm.

All children are permitted to stay at the center a maximum of 10 hours a day. If a child stays more than 10 hours a day, a fee of \$10.00 per child per hour will be added for staffing costs. This will incur after fifteen minutes. (\$2.50 every fifteen minutes)

### **Enrollment, Withdrawal, and Termination**

**Enrollment:** All enrollment forms shall be completed before a child is permitted to stay at our facility. Immunizations must be up to date and a copy must be verified and on file no later than 15 days after enrollment. A Non-refundable Enrollment fee is due to secure your child's placement.

**Withdrawal:** We require a two week written notice prior to withdrawal from our program. You may leave, at any time, but, are required to pay two weeks tuition because notice was not given. These policies are in no way intended to be punitive. We must ask your cooperation in this matter in order to meet our expenses and offer an adequate staff/child ratio.

**Termination:** If the program staff does not feel it is meeting the needs of the child, we reserve the right to terminate the care arrangement on a timeline that is in the child's best interest. Other reasons for termination are the following:

1. Non-payment for child care services (this includes children on vouchers) and/or lack of adherence to our payment and fees policies. The Friday (before the week begins) Monday or Monday **morning** at the beginning of the week (If paid Monday afternoon add \$5.00)

2. Children in Pre-K Class will be required to be here by 8:15AM each morning. If you are unable to arrive by 8:30AM, please bring a doctor or dentist note for an excused absence. Child will be counted tardy.
3. Lack of cooperation from parents with the director's efforts to resolve differences and/or a lack of initiative to meet the child's needs through parent/staff conferences.
4. Abusive behavior and/or verbal threats by parents toward staff, children, other parents, etc.
5. Parents disciplining children (other than their own) while at the facility.
6. Child/Parent continued severe disciplinary problems.
7. Child exhibits special needs that we are unable to meet in our program. In this case, our staff will make every effort to involve the parents and needed specialists to decide the best course of action prior to any thought of termination.

### **Drop-Off and Pick-up Policy**

1. All children shall be signed in, (at the main building), and signed out every day by an authorized adult. **(Pin # will be required)**.
2. Please indicate who will pick the child up in the afternoon, if the person is different from the usual. **WE WILL REQUIRE AN I.D. ON ALL PERSONS ENTERING THE FACILITY.** No one will be allowed to pick-up your child without authorized permission.
3. If parent/authorized person is under the influence of drugs or alcohol, he or she will not be permitted to leave with the child.
4. Children under 5 years shall have a car seat or booster seat.

### **Vacation, Holidays, and Inclement Weather**

**Vacation:** Caring Hands, Inc shall be CLOSED the week of **July Fourth** each year. There shall be no charge for that week. NOTE: Childcare / Tuition SHALL be charged for all other weeks. Children shall not be allowed to enter between 10:30 am- 1:30 pm daily. (Lunch –nap time)

\*Note: Vacation is not free childcare. Children must be out of the center to receive vacation credit.

**Holidays:** Regular payment is required. We will be closed on the following Holidays:

New Year's Eve	Closed
New Year's Day	Closed
Good Friday (Easter)	Closed
Memorial Day	Closed
Labor Day	Closed

Independence Day (Fourth of July)	Closed
Thanksgiving and Friday following	Closed
Christmas Eve /Christmas Day	Closed

If a holiday falls on the weekend, we will take the Friday before or the Monday after. You are responsible for full week tuition unless your child has been enrolled one full year and you wish to use your vacation days (5 days annually).

Inclement weather: In the event of severe weather conditions, call our number (327-6322) before getting out. As a general rule, we will close if the Conway or Vilonia Public Schools are closed. You can listen to FM 102.9 or FM 92.7 for cancellations.

### **Basic Rate and Fees**

All rates and fees are subject to change with a two weeks notice.

<b>Enrollment fee:</b>	\$30.00
<b>School supply fee:</b>	\$60.00 (annually)

**Tuition:** The basic rate varies by age level and is listed below. Payment is due in advance on Friday afternoon for the following week.

<b>Infant:</b>	\$110.00	(Six weeks until the week after child is eighteen months)
<b>Toddler:</b>	\$105.00	(18 – 30 months)
<b>Pre-school:</b>	\$95.00	(Completely trained three to five years old)
	\$100.00	30 months until 36 months ( <b>Any child three years old and up that is not potty trained completely</b> )
<b>School-age:</b>	<b>\$95.00</b>	(Summer / all day)
	\$50.00	Before or after school (Vilonia: school bus run)
	\$55.00	Before and after (Conway van pick-up)

**\*Note: All children that are not completely potty trained shall pay toddler rates until he/she is trained. If childcare is not received on Friday before the next week \$5.00 shall be added to tuition rate on Monday afternoon. If you do not have tuition paid by the following Monday your child shall be removed from the roster. You will be responsible for \$30.00 enrollment fee, balance, and the week's childcare to continue our program.**

### **Standard Fees:**

Enrollment Fee:	\$30.00 Non-refundable fee
School supply Fee:	\$60.00 August (annually) and/or date of enrollment
Late Tuition Fee:	\$ 5.00 (Must be paid by Tuesday)
Return Check Fee:	\$30.00
Late Fee:	\$2.00 for every minute per child after 6:00pm

After Ten (10) hour day      \$10.00 hourly (beginning 15 minutes after ten hours)

### **Meals and Snacks:**

IMMEDIATELY INFORM OUR DIRECTOR OF ANY FOOD-ALLERGY! (ESPECIALLY PEANUTS) IF YOUR CHILD HAS A SEVERE ALLERGY EXPLAIN IN DETAIL.

**NO CHOCOLATE SHALL BE SERVED OR ALLOWED IN OUR CENTER.**

Breakfast: Parents provide breakfast (box of cereal, instant oatmeal, etc.) We will provide milk. We serve breakfast until 8:15 am. We will not serve cakes, cupcakes, or coke products, chocolate donuts, chocolate milk, and junk food at this center.

Lunch: Lunch is served between 11:15 am and 11:45 am. Menu shall be posted at the exit and in the office. Lunches are provided and include 1/3 of the minimum daily nutrition requirements. Milk is served with lunch. Exceptions will be made for children who suffer allergies to milk. Juice with Calcium will be offered with a physician's note. Parent may provide milk substitute. (Such as soy)

Snacks: A nutritional Morning Snack and Afternoon Snack shall be provided.

**\*Note:** Our Menu is posted every Monday for the week.

1. Toddlers and infants over one year will be offered more than 2 snacks a day. Parents may bring crackers, fruit, etc. to supplement or replace snacks. (No fruit roll-ups, etc)
2. Water will be served at least twice a day to all age groups.
3. Parents may provide a sack lunch on any given day, **if your child has an allergy to a menu item.** (No cokes, cookies or junk food allowed) Doctor's note required.
4. We DO NOT feed infants under 12 months from the table. Baby food shall be brought from home. We serve from menu only.
5. Vegetarians shall provide meat substitute on days when meat, fish, chicken, and pork are served. DHS requires that protein is served to ALL children or a substitution served.

### Naps:

Children 18 months to 5 years are required by law to take a nap if they stay at a childcare facility five hours or more. Every child must bring a child-size sleeping bag or a **fitted baby sheet or child size blanket** to lie upon during naptime. Bedding shall be brought on Monday and be taken home on Friday to be laundered each week. All Items must be labeled with the child's name. No pillows allowed. We have limited space for storage. A cot or mat is

assigned to each child with a number. One child will use the mat assigned to him or her.

Naptime is scheduled from 12:00 noon to 2:00 pm. Children shall not be allowed to enter center during naptime. This is to allow the children at the center time to rest. Your child must be here by 10:30AM or your child shall not be allowed to stay until 2:00PM! Pre-K by 8:30AM

### **Behavior Management and Discipline Policy**

Physical punishment is not administered to any child enrolled in our school.

Infant/Toddler: Time-out is **not** used for children under two years of age. We redirect the child and engage him or her in another activity. If the child's behavior places the other children at risk of harm, we use a brief separation from the group. The child remains under close supervision at ALL TIMES.

Children Two years and above: Behavior guidance is individualized and consistent for every child. It is appropriate to the child's level of understanding and directed toward teaching the child acceptable behavior and self-control. We use "Time-Out," a method of placing a child in a designated chair or area away from the group for a maximum length of one minute per year of age, as a means of discipline after a warning has been given. We also use the following behavior guidance techniques:

1. We look for appropriate behavior and reinforce the children with praise and encouragement when he/she is behaving well.
2. We remind the children on a daily basis of the rules by using clear positive statements regarding how they are expected to behave rather than what they are not supposed to do.
3. We attempt to ignore minor inappropriate behavior and concentrate on what the child is doing properly.
4. We use "Time Out" and Redirection only when the child does not respond to a verbal command which instructs the child as to how he or she is supposed to behave.
5. Time out is used as a positive way to teach self control. Allowing a child time to calm down and take control of their self is encouraged.
6. When a misbehaving child begins to behave appropriately, we encourage and praise small positive steps rather than waiting until the child has behaved for a long period of time.
7. We attend to the children who are behaving appropriately and the child/ren will follow example in order to obtain our attention.
8. We teach "self control." Child is taught to own their behavior and take the consequence for the choice made.

**\*Note: If a child becomes "uncontrollable" he /she shall be sent home. If the parent refuses to come and pick-up the child within one hour, from**



**time called, the child shall be expelled. The child shall not be allowed to return and their will be no refund or adjustments on tuition.**

**First Offense:** Uncontrollable behavior: Child sent home and can not return that day.

**Second Offense:** Uncontrollable behavior: Child sent home for two full days (excluding the day of pick-up) Week-ends do not count as suspended days.

**Third Offense:** Uncontrollable behavior: Child shall be removed from center and will not be allowed to return.

**\*Their will be no refund or adjustments on tuition.\***

### **Basic Classroom Information**

After Enrollment, you will receive detailed information on the class your child is entering. The following information is intended to provide basic requirement, rules, and needed supplies.

1. All children shall arrive properly dressed. We will have outdoor play every day, weather permitting. We will go outside unless it is raining, less than 45 degrees, or over 100 degrees. Please dress your child appropriately and bring adequate outer wear (coat, jacket, gloves, hat) when necessary. Shoes are required to attend our program.
2. All children shall have a change of clothing labeled with the child's name. Parents are responsible for bring all needed items. Items shall be placed in his or her cubby. Please check often for size, weather appropriateness, and condition. Don't forget under clothes. (panties / underwear and socks)
3. We will have special celebrations throughout the year. Parents are always welcome and encouraged to help. Birthday snacks may be brought from home to celebrate during our normal afternoon snack time. There shall be enough for the entire class or special snack (brought from home) shall not be served. **No yellow #5 or red dye 40/50**

### **Infants Rules for Parents:**

- 1) A daily record sheet is kept and sent home every day.
- 2) Infants under 6 months shall be held when they are fed a bottle.
- 3) Diapers are checked at least every hour.
- 4) Babies have their own crib and the sheets are changed daily and as needed.
- 5) Parents shall bring all needed supplies: formula, bottles (labeled w/name), diapers, baby food, wipes, and 3 extra sets of clothing appropriate to the season, sippy cups, and baby powder.
- 6) Diaper rash medication (Medication Form signed before we can administer) locked up away from baby's reach, etc.
- 7) A SMALL diaper bag is permitted. We do not have the storage space for a large one.

- 8) No medicine, open food, or dangerous items shall be left in the diaper bag.
- 9) Extra supplies, such as staples shall be kept in kitchen. Extra diapers, clothes, etc. shall be kept in child's container.
- 10) Medicine shall be given to the caregiver and a form must be completed and signed.
- 11) Parent is responsible for child's personal items needed during the day. You will be called to the center if formula, diapers, and baby food is not available during the day.
- 12) Cigarettes are not allowed in diaper bags. If cigarettes are found we will throw them away immediately.

### **Toddlers:**

- 1) A daily record is kept and sent home at the end of each day.
- 2) Diapers / pull-ups are checked at least every hour.
- 3) Toddlers go outside for a length of 1 hour per day, weather permitting.
- 4) Toddlers have their own cot and require a small, child-size sleeping bag or fitted baby sheet, brought from home on Monday and taken home to be laundered every Friday.
- 5) Parents are responsible for supplying diapers, pull-ups, wipes, 2 extra sets of clothing appropriate to the season, sippy cups.
- 6) Medication shall not be administered without medication Form signed by parent/guardian.
- 7) No diaper bags. We do not have the storage space.
- 8) Child's personal supplies shall be kept in your child's cubby. All items shall be labeled with your child's name.
- 9) You are responsible for your child's clothes and personal supplies (wet-ones, diapers, pull-ups, etc.) If your child does not have supplies you will be called to provide them. **NO EXCEPTIONS!**
- 10) When a child is being potty-trained parent shall supply all clothes, underwear, and pull-ups.

**Potty training:** We do not recommend training before the age of two. Children should never be punished for soiling clothes. Parents are responsible for washing the soiled clothing. Extra clothing and underpants should be sent daily. Parents must provide a plastic bag, diapers or pull-ups for nap, at least 5 pair of underpants, and 3 sets of clothing. We will help to potty train as long as you continue these efforts consistently at home. We will only succeed if both the home and center are consistent.

**Preschool:**

- 1) A folder is located in your child's mailbox, and behavior is recorded, as needed. Behavioral bulletin board is posted in each classroom.
- 2) Please check your child's mailbox daily for notes and class work.
- 3) Preschoolers go outside for a length of at least 1 hour per day, weather permitting.
- 4) Parents shall bring the following needed supplies: wipes, 1-2 extra sets of clothing appropriate to the season and underwear. You will be called if child does not have clothes and soils their outfit. No backpack.
- 5) Supplies, such as LABLED clothing, coat, shall be placed in your child's cubby.

**School Age:** Information will be detailed at enrollment. Colors, markers, and pencils are needed twice yearly (August and January). Label all items with your child's name.

**Transportation and Field Trips**

1. School age children are required to wear seat belts during transportation to and from school. Car seats are required for children under the age of six. We must have an annual permission form completed before this service is provided.
2. We will have scheduled field trips on occasion for school-age only. Written authorization is required before a child may attend. All field trips will be posted in advance. Parents are welcome and encouraged to attend. If fees are due, notification will be given.

**Health and Safety Practices**

1. Caregiver's and children's hands shall be washed with soap before meals and snacks, after toileting, after each diaper change, and as needed. Hand sanitizer shall be used and kept out of the reach of children.
2. Sunscreen shall be used if needed and as directed by the parent. Blanket permission will be obtained annually.
3. Smoking is prohibited inside or around our facility.
4. Toys and equipment shall be sterilized as needed with the recommended bleach solution.
5. Bedding and soiled clothing shall be taken home and laundered on a weekly basis and as needed on a daily basis.
6. Practice Fire and Tornado Drills shall be conducted a minimum of once monthly. Evacuation procedures and diagrams will be posted on the wall next to the exits.

7. Accidents and injuries will be treated with the recommended First Aid procedures, and notification will be given to the parent in the form of an Accident Report. A copy will remain at the facility in the child's file.
8. Serious Accidents shall be reported to DHS.
9. Children **shall not** be released to anyone except those authorized to pick-up the child. Picture identification is required.
10. It is the responsibility of our staff and director to report any suspected abuse or neglect of a child to the appropriate authorities.

### **Illness:**

Children must be free of symptoms for 24 hours before admittance into our facility. As mandated by the Arkansas Department of Human Services, no child or staff shall be admitted who has a contagious or infectious disease. Parents and guardians will be notified to pick-up the child if the child exhibits any of the symptoms listed below:

1. **Fever:** A body temperature of 101 or greater (Infants, six months of age or younger, who have a temperature of 100 or greater).
2. **Diarrhea:** Two or more watery stools in a 24 hour period.
3. **Vomiting:** Two or more occasions in a 24 hour period.
4. **Rash:** Body rashes, not obviously associated with diapering, heat, or allergic reactions to medications
5. **Sore Throat:** If associated with fever or swollen glands in the neck.
6. **Severe Coughing:** Episodes which may lead to repeated gagging, vomiting, or difficulty breathing.
7. **Pink Eye:** Pink or red eye(s) which may be swollen with white or yellow discharge, at least on antibiotics for 24 hours. No discharge shall be allowed.
8. **Untreated Scabies, Head Lice or the presence of nits:** May return after treatment and removal of all nits.
9. **Multiple Sores inside Mouth with Drooling:** Unless health care provider determines condition is non-infectious with a note.
10. **Ring Worm:** A fungal infection of the scalp or skin; May return after evaluation and under the treatment of a health care provider.
11. **Impetigo:** Must be cleared of redness and infections and on medication for at least 24 hours is initiated.

Any child who becomes ill and unable to participate in daily activities will be separated from the other children, supervised, and parents shall be called to pick-up the child.

**Communicable Diseases:** We are required to report any communicable diseases to the local County Health Unit or the toll free Reporting System (800-482-8888) within 24 hours of suspected case.

\*Note: Parents please be honest with us and considerate of the other children. When your children are sick they need to rest and be comforted by loved ones. We do not want the other children infected with a contagious and preventable illness. Thank you in advance for your consideration.

### **Medication**

We do not provide any medication. It must be brought from home. It cannot be left in a diaper bag or placed in your child's cubby. Medication shall be given to children **only** with signed parental permission. Medication Form shall be filled out before medication is given which includes date, type, drug name, time and dosage. Medication shall be in the original container, not have an expired date, and be labeled with the child's name.

Blanket permission can be given annually for acetaminophen and ibuprofen. These pain relievers/fever reducers may be used by the facility if parental permission has been granted. Parents shall be notified before medicine is given. Antihistamines, decongestants, anti-itching ointments or lotions, and sunscreen can be administered as long as the above requirements are met. Staff shall not dispense medications in dosages that exceed the recommendations stated on the bottle.

Medicine is stored out of the reach of children when dispensing, and it is stored in a locked area at all other times.

### **Medical Emergencies**

In the event of a medical emergency, we will first call 911. Next, we will call the parents or legal guardian as soon as possible. If the above listed persons cannot be reached, we will call the next in line as written on the enrollment form. In the event IMMEDIATE MEDICAL ATTENTION is required, we will use Conway regional Medical Center located at 2302 college Avenue in Conway (501-329-3831). There is always at least one staff member certified in CPR on duty at our Caring Hands facility.

**Immunizations Schedule**

## Rules for Conway Children

(Concerning taking to school and picking up from school)

- 1) Seat Belts shall be worn at all times.
- 2) Children under six shall be in a child safety seat.
- 3) Backpacks shall be placed in the front of the van.
- 4) All items shall be left inside the backpack. NO EXCEPTIONS.
- 5) Children brought in the morning shall be classified present and parent must notify staff that he/she will not be there in the afternoon or child shall be picked up (example: doctors appointment).
- 6) If parent is chronic concerning not notifying staff the child's parent or guardian shall be notified and child remove from roster.
- 7) Afternoon children are subject to the same rule as morning children. Parents are solely responsible for notifying staff if child is not to be picked up.
- 8) If a child does NOT arrive in the morning and is a regular morning and afternoon pick-up he/she shall be classified absent. The parent must call to inform us to pick-up child that day.

**Note: We are not responsible for picking up a child that is not here in the morning. If the school calls the center we will inform the school to have parent pick-up their child. The parent is responsible for making proper arrangements, in a timely manner, we have a schedule to keep and can not stop the route to pick-up children that are absent.**